

Redesign

El Paso County, Colorado
(Colorado Springs)

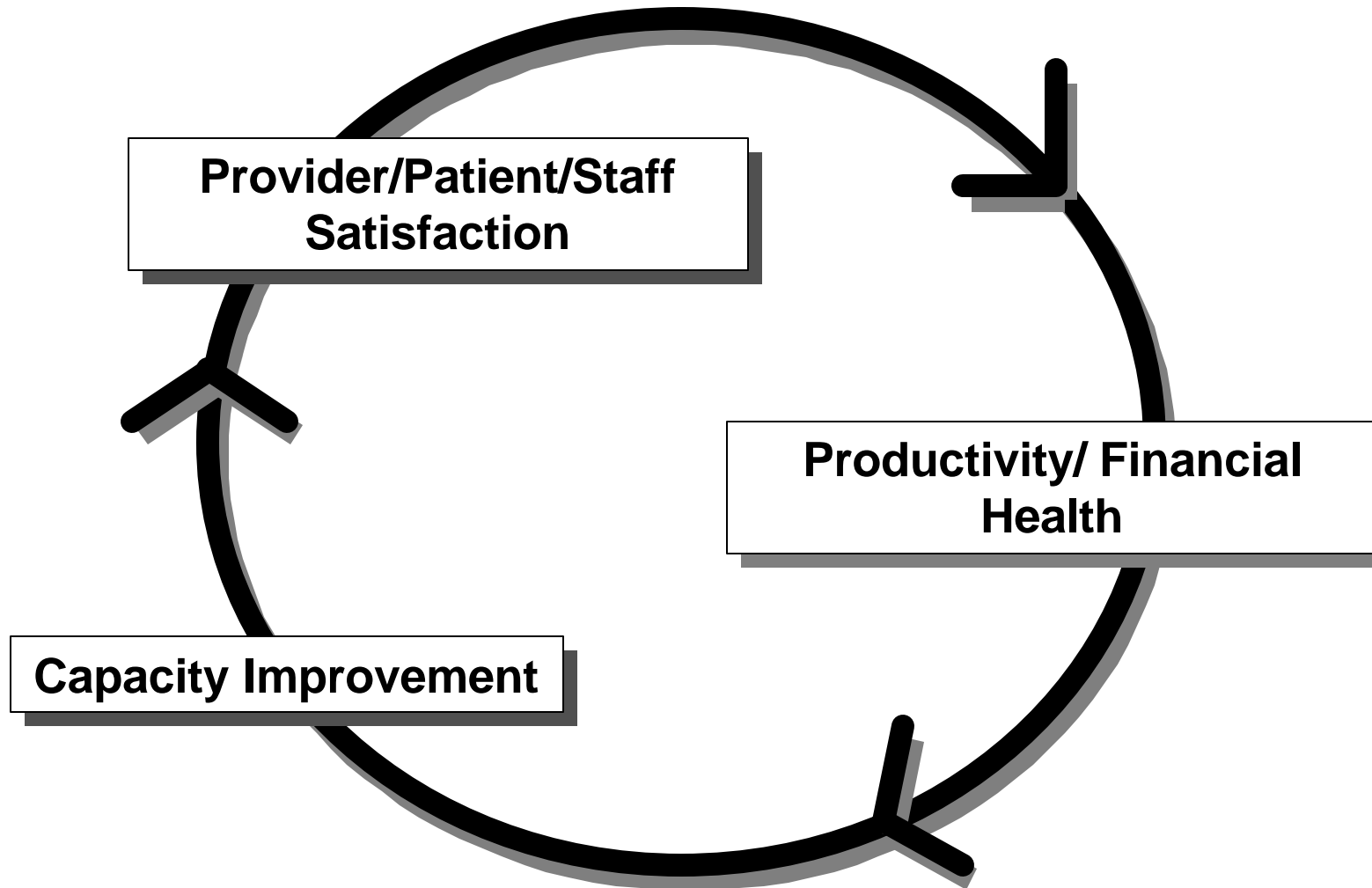
Presented by:

Bill Bolt

Vice President of Operations
Community Health Centers, Inc.

HCAP Conference
January 21, 2004

Why Redesign?



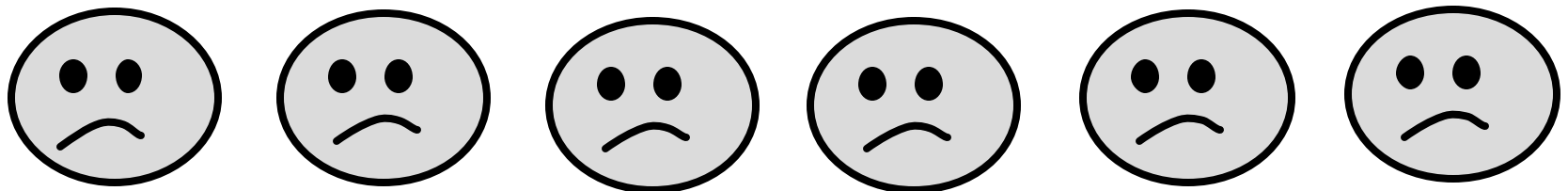
Process began – July 2002

Re-Design began – September 2002

90-Day Trial began – December 2003

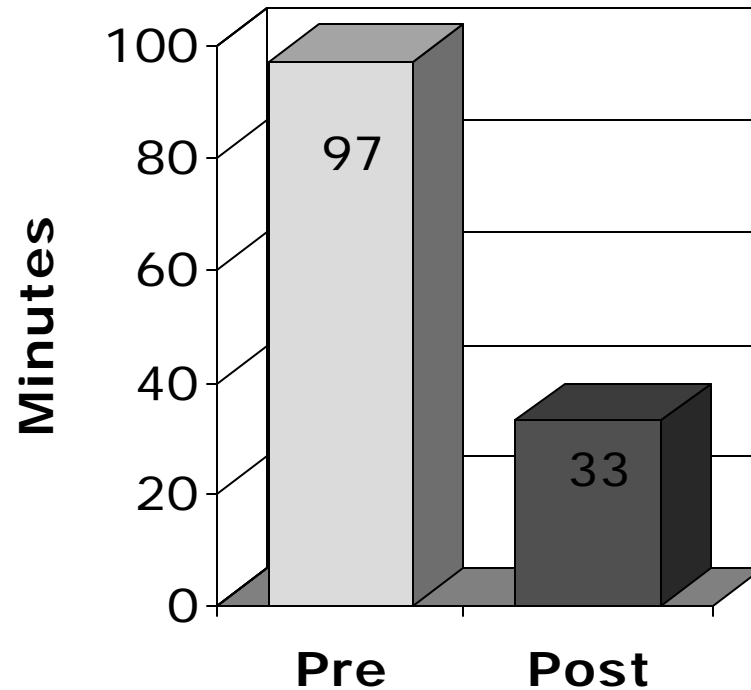
Pre Re-Design Analysis

- Patient Cycle Time = 97 minutes
- Patient Hand Offs = 8 times
- Provider Hours – Average of 13 hours per day (10 clinical)
- Provider Productivity = Average of 16 patients per 10-hour clinic day



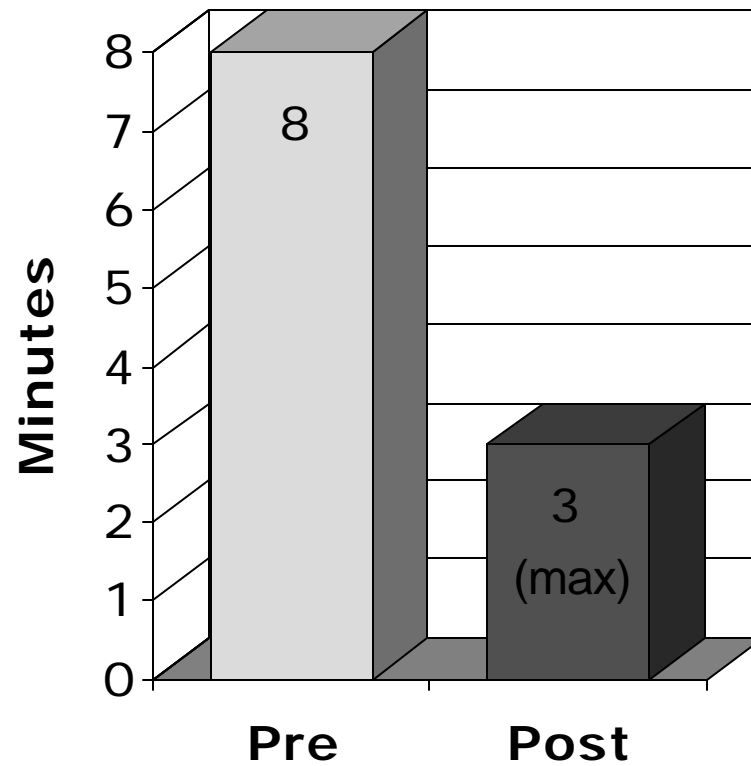
Patient Cycle Time

62% Reduction!

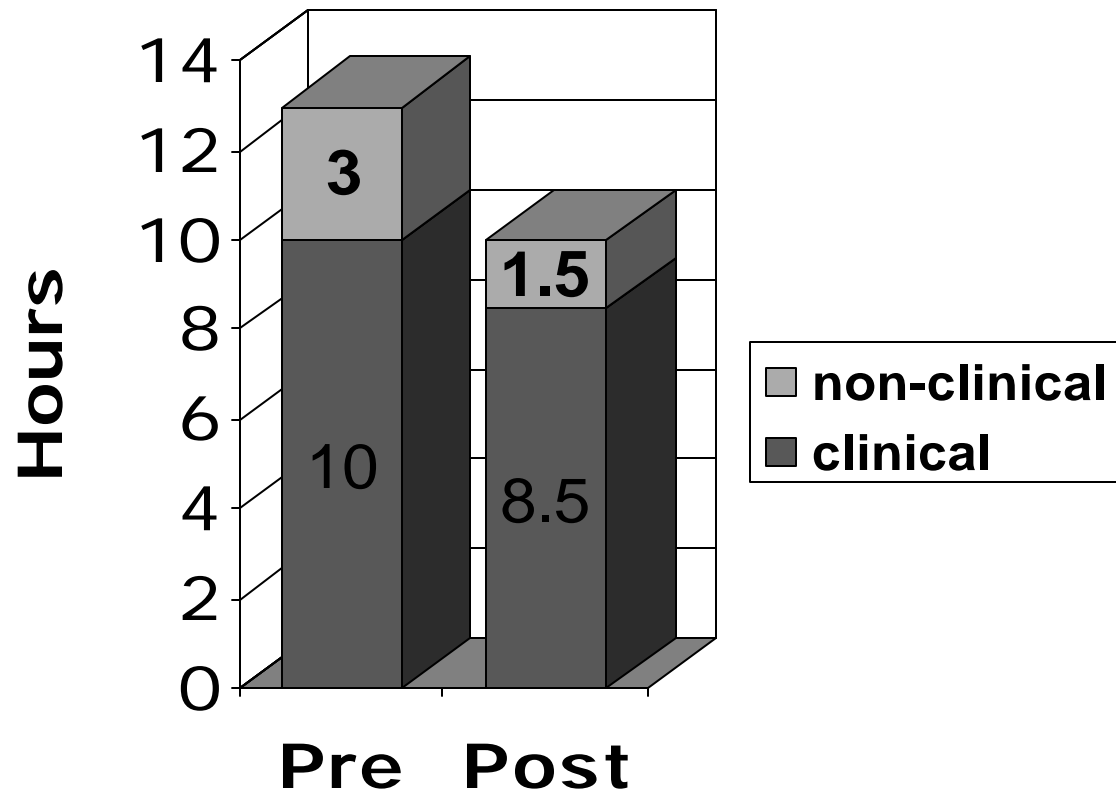


Patient Hand Offs

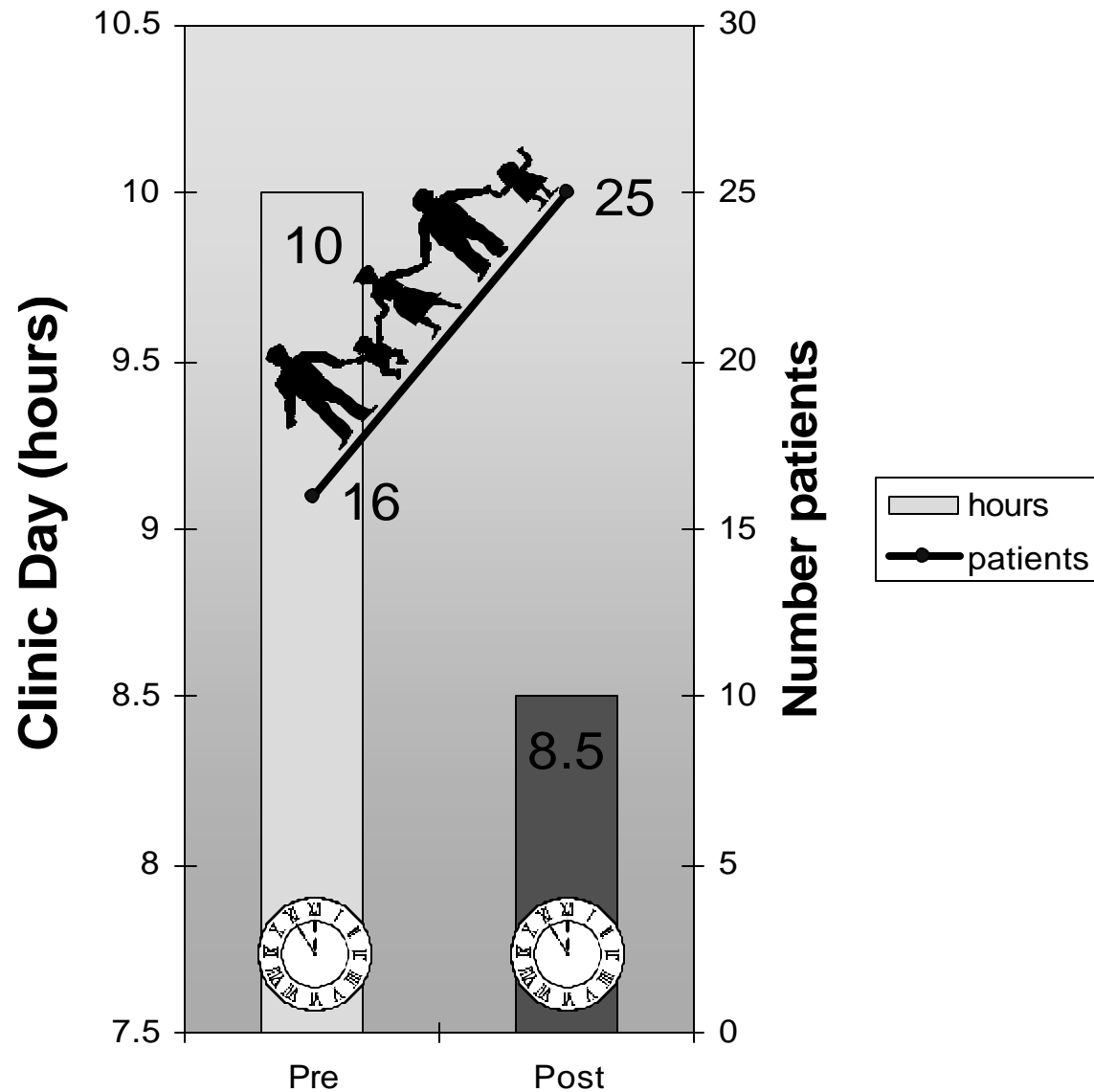
63% Reduction!



Provider Hours



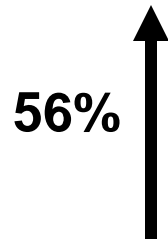
Provider Productivity



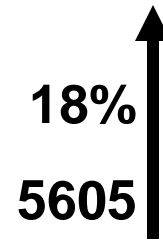
Post Re-Design



Provider Hours



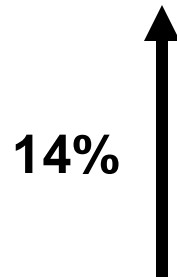
Provider Productivity



Encounter/Capacity



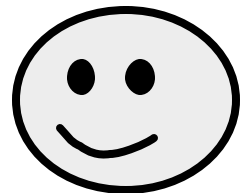
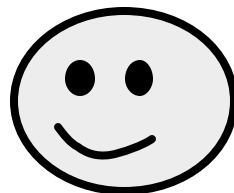
Revenue



Patient Satisfaction

2002 = 87%

2003 = 99%



Lessons Learned

- Communication a MUST!
- Commitment a MUST!
- Culture change will need to be made!
- Consensus decision-making may not always work!
- Constant and Consistent re-enforcement will need to occur!
- Re-Design team must understand parameters to maintain budget neutrality. (Proforma)